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Sanitation and Housekeeping

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Evaluating Food Service Establishments...Key Check Points

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8 Evaluating Food Service Establishments...Key Check Points Sanitation and Housekeeping

by Robert D. Buchanan, Restaurant, Hotel and Institutional Management Specialist

The manager of a food service establishment and/or the manager and his superior need to take the time to make an overall analysis to determine the results that the organization is actually obtaining. This should be done several times a year. The evaluation should determine how well the food service operation is doing and where improvements should be made. Then some priorities, objectives, methods, and deadlines for improvements can be established.

This is one of a series of pamphlets describing how a person can fairly comprehensively, yet in less than a day, provide an overall evaluation of a food service operation. The key items, or food service conditions, to evaluate under each major category are described. Taken together, the key indicators of general conditions measure the degrees of efficiency (minimal costs) and effectiveness (optimal organizational satisfaction). A major category that has a deficient key indicator should be investigated further, and corrective adjustment should be considered and/or made where appropriate. A discussion of facts by management with the operating personnel is perhaps most needed to develop mutual understanding of the problems. Attainable performance objectives should be jointly established and reviewed at a later date.

If all key indicators are satisfactory in a major category, other aspects of that category are probably being handled with similar care. If all of the key indicators are high, but the profit is not adequate, then it will be necessary to examine the operation for inefficient purchasing and receiving practices, improper menu pricing, inaccurate records or financial statements, inventory method and method of computing the value, production waste, plate waste, security and pilferage, and so forth.

These operational analysis guidelines may be used by the manager of a single food service establishment for self-analysis, or by the unit manager's supervisor.

- 1 Management Planning, Organizing, and Controlling (HE-202)
- 2 Personnel (HE-203)
- 3 Purchasing (HE-204)
- 4 Receiving, Storage, Issuing, Inventory (HE-205)
- 5 Food Preparation (HE-206)
- 6 Food Presentation and Service (HE-207)
- 7 Maintenance of Building and Equipment (HE-208)
- 8 Sanitation and Housekeeping (this publication)
- 9 Statistical and Ration Analysis (HE-210)
- 10 Consumer Satisfaction (HE-211)

8. Sanitation and Housekeeping

Consumer protection through application of sound sanitation and housekeeping practices is a basic management responsibility. It is of the utmost importance that high standards of sanitation, cleanliness, and good housekeeping be maintained at all times —each day and each minute. Any laxity may result in a serious epidemic or infection. Employees must be carefully trained in the handling of utensils, food, and in the sanitation techniques of cleaning of premises, cleanliness of utensils and equipment, and in sanitation of dishes, glasses, silver, and pots and pans. Personal cleanliness is essential. After use, all equipment and utensils should be sanitized and returned to their proper place in spotless condition for use again.

Good housekeeping means clean and sanitary kitchens, dining rooms, storage areas, toilets, and cloak rooms. It also means that all materials and equipment are stored in the right place at the right time, in the right way.

We will look at some general indicators of sanitation, then at specific indicators, and then at good housekeeping factors.

General Indicators

The general indicators include these vital areas: food protection, personnel, chemical hazards, disposal of waste, vermin control, laws and regulations, and general sanitation and housekeeping appearance and arrangements.

Food Protection — Food should be purchased from approved sources, which comply with applicable federal, state, and local laws and regulations. Food may be infected by coughs, sneezes, handling, dirty equipment, vermin, animals, and waste. Foods should be protected from contamination by providing safe storage, preparation, display and service. Foods should be covered while in storage and during transportation. Potentially hazardous foods should be in the range of 40 F. to 140 F. for less than two hours or only during the necessary preparation period. Cold stops germs from growing; heat kills them. Cold foods should be kept under 40 F. and hot foods over 140 F. Prepared food should never be left standing at room temperature one unnecessary minute.

Personnel — Food workers must be healthy, for colds and other diseases may be passed to others. Germs from infections, cuts, pimples, boils, respiratory infection, or other communicable diseases may cause food poisoning. Known or suspected communicable disease cases must be reported to the health authority. Personal cleanliness includes hands washed and clean outer garments, proper hair restraints used, and good hygienic practices. Dirty hands spread germs. Hands and fingernails should be washed thoroughly with soap and water before work, after using the toilet, and every time they are soiled. Handling utensils by the bowl or end that comes into contact with food may spread disease.

Chemical Hazards — Some non-food chemicals are very hazardous in that their misuse can make a person ill or cause burns or other injuries. Chemicals of this kind include soaps and detergents; solvents; cleaners; tarnish removers; polishes; paints and varnishes; and insecticides, rodenticides and other toxic substances.

Poisonous and toxic materials must be separately stored, clearly identified, and properly used. There must be knowledge of dangerous chemicals to be avoided. Only those poisonous and toxic materials required to maintain the establishment in a sanitary condition, and for sanitation of equipment and utensils, can be present in any area used in conjunction with food service establishments.

These rules must be followed for safeness for all:

1. Read the label or the instruction sheet.
2. Use no more of a chemical product than the quantity recommended by the manufacturer or your employer.
3. Observe safety precautions which apply to handling, storage, use and disposal as printed on the label or emphasized by your employer.
4. Never store any type of non-food chemicals near food (to prevent them from accidentally getting into the food).

Aerosols — Aerosols are irritating to the eyes—some are flammable—and they may explode when subjected to intense heat.

- Don't spray aerosols near eyes.
- Don't spray aerosols in the vicinity of open flame.
- Don't dispose of aerosol cans in incinerators or in trash to be burned.

Disposal of Waste — Waste areas must be free from rodents and foul and sour odors. Food service refuse consists of waste food products, paper, glass, and tin cans. Employees must be properly trained to operate, dispose, and sanitize waste disposal equipment, including sinks, dishmachines, garbage disposals, trash compactors, and garbage cans. Garbage cans must have close-fitting covers and be thoroughly cleaned on the inside and outside in a manner so as not to contaminate food, equipment, utensils, or food preparation areas after each use.

Vermin Control — A professional pest control company should make regular visits to eliminate rodents, flies, and vermin. A procedure should provide more frequent service if needed between regularly scheduled visits.

Laws and Regulations — All food service operators and owners should be thoroughly knowledgeable about all applicable Indiana laws and regulations, and copies should be available for immediate reference. Feel free to

consult the regulatory authority for assistance. You may obtain a copy of **Regulation HFD 17** which contains the regulations pertaining to the sanitation of food service establishments from the health jurisdiction in which your facility is located.

General Sanitation and Housekeeping Appearance and Arrangements — What are the reactions to the sanitation and housekeeping practices of the following areas:

	Condition					
	Clean	Neat	Dirty	Orderly	Attractive	Other
Area loading dock?						
Dry storage?						
Refrigeration?						
Office?						
Salad and vegetable?						
Main kitchen						
Equipment?						
Utensils?						
Premises?						
Service counter and/or area?						
Dining room?						
Consumer toilet — men's?						
Consumer toilet — women's?						
Dishroom?						
Employee's locker room — men's?						
Employee's locker room — women's?						
Other						

Each piece of kitchen equipment can be evaluated for sanitation and housekeeping by closely inspecting the interior; exterior; door; shelves or grates; surfaces that food or food pans come into contact with; surfaces above where food is cooked, transported, or held; heating elements; controls; and floors and drains near equipment and adjacent spreader plates.

Specific Indicators

The specific indicators are training, cleaning schedules, handling of potentially hazardous foods, cleaning and sanitizing dangerous spots, condition of the floor, dishmachine temperatures, floor mops, and food transportation carts. If these items are clean and sanitary and up to a high standard, many other items are also likely to be cleaned and sanitized with similar care.

Training of Dishroom Personnel, Pot and Pan Sanitizers, and Kitchen Custodians

— Employees in these work categories are usually unskilled when hired. Each task requires some skill and techniques. The skill must be taught if employees are to perform competently and capably. A thorough training program based on **task breakdown** for each task assigned these individuals clearly show the "How to," "Where," "Why," and "What."

This type of training raises the status of the job, eliminates serious incidents, and tends to reduce labor turnover because workers are competent and recognized. However, it should be pointed out that sanitation and good housekeeping is the concern of every person in a food service operation. Every person must reflect the right attitude toward sanitation because the cleanliness of the facility will reflect the employees' attitude toward sanitation.

Cleaning Schedule — A planned cleaning schedule for daily, weekly, monthly, and quarterly cleaning should be a normal part of the operation of the kitchen. Efficient use of time by adhering to the proper cleaning schedules will result in economy, as the same amount of work can be done with fewer people.

Handling of Potentially Hazardous Foods

— Germs grow and reproduce with moisture, temperature (germs grow best at 75 F.-105 F.), time (a few hours at room temperature is enough to cause food poisoning), and food. Management must carefully check the preparation and handling of the food that most frequently causes food poisoning:

- Ham, ham products, other pork products.
- Chicken salads, pot pies, dressing.
- Custard-filled pastries.
- Seafoods - tuna salad, shellfish, etc.
- Vegetable salads, potato salad, etc.
- Dairy products, milk, cream, cheese.
- Egg products, poultry, ground meat, gravies, sauces, dressings, pudding.

Germs hate a clean environment simply because there is no food.

Cleaning and Sanitizing Dangerous Spots

— There are some key spots to check for proper sanitation:

- The slicing machine is a most dangerous piece of equipment because bacteria grow rapidly on the blade and in the safety hood.
- All floor or countertop-mounted equipment, unless readily movable, must be installed so that areas beneath, beside and behind such equipment must be sealed to floors, walls, countertops and adjacent equipment. By following this process you will eliminate many difficult cleaning problems.
- The surface of most cutting boards is dangerous unless cleaned promptly after cutting each different product.
- Food pumps containing syrup, sauces, and condiments.
- The can opener as the opener comes in contact with the food in the can.

Floor — The floor under a range tells quite a bit. It is fairly certain that if someone has taken the time and trouble to clean up under the

range, he has gone beyond this and cleaned all over the kitchen. The floor is usually the last cleaning task before locking up, and if energy and motivation continue to this last job, personnel probably has a high level in the beginning and intermediate cleaning processes.

The cement joints between quarry tile is a good indicator of the thoroughness with which all cleaning is done. If the cement joints are light grey or white rather than dark grey or black, it is obvious that the floor is constantly cleaned. (Beware of grout that has been colored black during construction and strong bleaches which deteriorate the grouting at the expense of turning it white.)

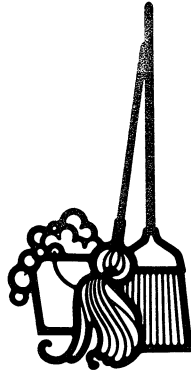
Dish Machine Temperatures — Check dish machine gauges for the following temperatures (consult your regulatory authority or regulation for specific temperatures on different types of machines):

Pre-wash	100-120 F.
Wash	140-165 F.
Power Rinse	170-180 F.
Final Rinse	180 F. or above at entrance to manifold

Floor Mops — Mops should be stored in designated areas. The air around the mop heads should be clean and fresh smelling. For drying and airing, the mop heads should be hung with mop head down but not touching the floor.

The mop heads should be dry, full, and grey or dark grey, but not dirty grey or black, and not with a sour or offensive odor. Care given to floor mops indicates that the supervisor has been thorough in organizing his daily routines and has taken many steps necessary for his subordinates to meet high housekeeping standards and that housekeeping throughout the facility is probably as it should be.

Food Transportation Carts — If the food transportation carts (tray delivery carts in health care facilities) are spotless inside and out (including corners), it indicates that the organization probably practices good sanitation.



Good Housekeeping

Is sound basic training provided? Are reasons explained? Are there once-a-week inspections? Does each employee understand that he is accountable for the upkeep of his work area, equipment and tools, and economical use of supplies? Are employees encouraged to make suggestions on how to improve good housekeeping? Is there a place for everything, and everything in its place? Are explanations given for housekeeping rules? Do managers and supervisors set a good example?

Summary and Conclusion

Good sanitation will be the result of educating employees to know the how, what, when, and why of food care and cleanliness. Is food obtained from safe sources? Is there safe storage, preparation, display and serving? Are potentially hazardous foods in the range of 40 F. to 140 F. for less than two hours or only during the preparation period? Are foods protected from contamination? Are employees free from disease and infection? Is there a high degree of personal cleanliness? Are facilities and equipment properly designed, constructed and installed? Are premises, utensils, and equipment clean and sanitary? Is there safe storage and use of poisonous and toxic material? Is there sanitary disposal of waste? Is professional help available for vermin control?

Is the close relationship between good housekeeping and sanitation recognized? Is the fact that good housekeeping and sanitation is everybody's job recognized? Does sanitation and housekeeping make the food facility more attractive to the consumer? The accompanying manager's sanitation supervision form gives an explanation of each item.

References

- Applied Foodservice Sanitation.** Chicago: National Institute for the Foodservice Industry, 1974.
 Longree, Karla, **Quantity Food Sanitation**, 2d ed. New York: Wiley-Interscience, 1972.
 Longree, Karla, Baker, Gertrude G., **Sanitary Techniques in Food Service**. New York: John Wiley and Sons, 1971.
 National Restaurant Association, **A Self Inspection Program for Foodservice Operators**. Chicago: National Restaurant Association, 1973.
 Richardson, Treva M. **Sanitation for Foodservice Workers**, 2d ed. Boston: Cahners Books, 1974.

Other Publications, catalogs, correspondence courses

National Restaurant Association
 One IBM Plaza, Suite 2600
 Chicago, Illinois 60611

Educational Institute,
 American Hotel and Motel Association
 Stephen S. Nisbet Building
 1407 South Harrison Road
 East Lansing, Michigan 48823

National Institute for the
 Food Service Industry
 120 South Riverside Plaza
 Chicago, Illinois 60606

Cahners Books International, Inc.
 221 Columbus Avenue
 Boston, Massachusetts 02116

Small Business Administration,
 575 North Pennsylvania Street,
 Indianapolis, Indiana 46204 has the following management assistance series covering a wide variety of topics:
 Management Aids (Free)
 Small Marketers Aids (Free)
 Small Business Bibliographies (Free)
 Small Business Management Series Booklets
 Starting and Managing Series
 Small Business Research Series

Indiana State Board of Health
 1330 W. Michigan Street
 Indianapolis, Indiana 46206

Regulation HFD 17, regulation pertaining to the sanitation of food service establishment
 Be Safe, Not Sorry
 About Food Germs
 48 Ways to Foil Food Infection
 Preventing Food Spoilage
 Films

National Sanitation Foundation
 NSF Building
 Ann Arbor, Michigan 48105
 Food Service Equipment Standards, November, 1976
 NSF Criteria
 NSF Reports
 NSF Educational Materials
 Posters

MANAGER'S SANITATION SUPERVISION GUIDE
(Explanation of Items to be Checked on Self-Inspection Form)

A. KEEPING FOODS HOT OR COLD

- (1) Potentially hazardous foods include but are not limited to turkey, ham, poultry, meat products, dressings, gravies, soups, salad dressings, potato salad, macaroni salad, cream pies and custards.
- (2) The temperature in the refrigerators must be 45 F. or less.
- (3) The temperature of foods kept in steam tables or other heat-holding devices must be above 140 F. Foods should not be stored above the rims of the containers.
- (4) (a) Hot foods that are refrigerated in large containers must be stirred down to a cold temperature in an ice bath or cold running water.
(b) Unprepared fruits and vegetables, raw meat products, crates and boxes should be placed on shelves below foods which are ready to serve without further preparation. Unsealed foods should not be placed on floors of refrigerators. Foods should be spaced for good air circulation and should be stored in proper containers (relatively flat).

B. DISH AND GLASS WASHING—

General:

- (1) Whether washing dishes by machine or by hand, pre-rinse should be adequate to remove most grease and food particles. Appropriate utensils for pre-scrubbing and pre-rinsing should be available.

By Machine:

- (2) Automatic detergent feeders should be kept filled. When no feeder is used, detergent should be added for each few racks of dishes washed.
- (3) Wash spray arms and rinse arms should be inspected and cleaned daily. For cleaning they should be disassembled and cleaned with a brush. All spray arm nozzles should be checked daily for clogging by lime encrustment, food or other matter. The scrap trays (screens) should be kept in place except when taken out of the machine for regular cleaning.
- (4) The temperature of the final rinse water must be 180°F as shown by the machine thermometer when the final spray rinse is in operation.
- (5) Accuracy of machine thermometer should be checked by testing water temperature at the entrance to the spray arm with another thermometer of known accuracy.

By Hand:

- (6) Dishwashing sinks must have two drainboards with adequate space to stack pans, dishes, utensils, etc. The drainboard adjacent to the wash compartment must be used only for dirty dishes and utensils. The drainboard adjacent to the rinse compartment should be used only for clean dishes and utensils.
- (7) When washing dishes by hand the wash water should be warm, reasonably clean and enough detergent should be used to clean the utensils. For glasses and certain utensils a brush should be available and used.
- (8) After washing, dishes should be rinsed in clear water.
- (9) At the rinse sink an approved chlorine or quaternary ammonium compound (quats) should be kept ready for use in final rinse. To insure using the proper amount of sanitizing agent, follow the directions printed on the label. Be sure the dishwasher knows how much detergent and sanitizer to use.

C. PERSONAL HYGIENE AND HEALTH REQUISITES

- (1) Clean uniforms and clean appearance (hands, fingernails, breath, etc.) are matters of daily concern.
- (2) The hair of all employees must be adequately restrained or confined to prevent contamination of foods, beverages or utensils. Consumer attitudes toward hair appearance may also be a consideration and often result in complaints to management or the health department.
- (3) Food servers should handle glasses by bottoms, not by rims; cups and silverware by handles; and butter, rolls, bread, etc., with fork or tongs. This policy is applicable when clearing a table as well as when setting a table.
- (4) Any boils, pimples, cuts, skin irritations, etc., on hands or face must be properly treated and protected to prevent food contamination.
- (5) Soiled utensils must be handled to avoid contact with lip contact surfaces.

D. WASTE DISPOSAL

Waste containers stored outdoors should be kept covered and in good repair to keep out flies and rodents. Garbage containers should be washed each time they are emptied to eliminate accumulation of residue which provides breeding ground for flies.

SANITARY FACILITIES

- (1) Hard-to-clean corners should be checked and, when necessary, special bowl and urinal cleaners used.
- (2) Soap and hot and cold water are necessary for proper handwashing. A mixing faucet should be used and the water should be warm but not too hot to place hands in. Soap must be available. Such facilities must be conveniently located for food handlers.

F. EQUIPMENT

- (1) Be sure employees understand safe and effective methods of dismantling and cleaning equipment such as slicers and grinders.
- (2) Equipment and utensils which have cracks and crevices are hard to clean and should be repaired or discarded. Re-storage of moist foods in used cans or other single-use shipping containers is not permitted.
- (3) Refrigerator racks, hooks, shelves, floors, walls and ceilings and steam table surfaces should be cleaned.

G. RODENT AND INSECT CONTROL

NOTE: Consult with your Public Health Sanitarian or a licensed pest control operator on methods of locating and controlling insect and rodent infestations as well as safe and proper use of pesticides and insect sprays or vaporizers. Use only approved sprays and in a safe manner. You must adhere strictly to the warnings and instructions on container label. Severe restrictions have been placed on the use of both residual-kill contact pesticides in foodservice establishments.

H. STORAGE—

Food:

- (1) All food should be stored on racks of approved construction at least 8" off the floor to eliminate rodent harborages and minimize rodent and water damage.
- (2) Ice to be used in drinks or which will come in contact with foods should be stored in clean, covered bins to protect it from contamination. Glass containers should never be used as ice scoops.
- (3) When flour and cereal bins are thoroughly emptied **they should be cleaned and sanitized**. This breaks the life cycle of the insects that usually contaminate such products. Contact your local Public Health Sanitarian for information on how to control store room infestations.

Equipment and General:

- (4) Silverware, cups and glasses should be stored in such a way that food servers do not handle the surface which comes in contact with the customer's mouth.
- (5) Glasses and chinaware which are cracked or chipped cannot be thoroughly cleaned and should be discarded.
- (6) Cleaning materials and pesticides should be stored away from food and utensils and should be placed in properly labeled containers.
- (7) Lockers, racks or shelves should be provided for employees in an area in which food is not stored, served or prepared.

I. GENERAL SANITATION

- (1) Table and counter tops and floor areas under tables and counters should be given special attention.
- (2) A clean building and equipment, proper personal hygiene and sanitary food handling are appreciated by the customer.
- (3) Adequate lighting for food handlers to maintain good food handling techniques.

MANAGER'S SANITATION SUPERVISION FORM



Modified from:

Wisconsin Restaurant Assn.
122 W. Washington Avenue
Madison, WI 53703

Name (Print)

Report No.

Date of
Inspection

Title (Print)

INSTRUCTIONS: Sanitation supervision is an important part of management. This form should be used by the owner or manager in making routine inspections and should be filed in a three-ring binder as a permanent record of Sanitation Supervision. Such records may be helpful when inspected by health authorities.

Items needing correction should be checked in the "Not OK" column. After they are corrected, also check the "OK" column. If corrected the same day, simply place a V in the "Date Corrected" column. If corrected at a later date, check the "OK" column and write date in the "Date Corrected" column.

FOR EXPLANATION OF EACH ITEM SEE REVERSE SIDE

A. KEEPING FOODS HOT OR COLD

	OK	Not OK	Date Corrected
(1) Perishable foods kept in refrigerator or steam table	<input type="checkbox"/>	<input type="checkbox"/>	
(2) Temperature of refrigerator shown by thermometer to be 40 F. or below	<input type="checkbox"/>	<input type="checkbox"/>	
(3) Foods in steam table to be 140 F. or above	<input type="checkbox"/>	<input type="checkbox"/>	
(4) Foods properly stored	<input type="checkbox"/>	<input type="checkbox"/>	

B. DISH AND GLASS WASHING—

General:

(1) Adequate Pre-Rinse ☐ ☐

Machine:

(2) Sufficient detergent used ☐ ☐

(3) Spray openings clean ☐ ☐

(4) Temperature of rinse water as required by law ☐ ☐

(5) Machine thermometer checked for accuracy ☐ ☐

By Hand:

(6) Two drainboards used for separation of clean and dirty utensils ☐ ☐

(7) Brush and detergent used ☐ ☐

(8) Rinse in clear water ☐ ☐

(9) An approved sanitizing agent in proper amount in rinse water and an adequate supply on hand ☐ ☐

C. PERSONAL HYGIENE

(1) Clean uniforms and clean appearance ☐ ☐

(2) Hair adequately restrained or confined ☐ ☐

(3) Proper handling of utensils and food by food servers ☐ ☐

(4) Infections and skin disorders controlled ☐ ☐

(5) Proper handling of soiled utensils and equipment ☐ ☐

D. WASTE DISPOSAL

Waste containers clean and in good repair ☐ ☐

Tight fitting lids on containers kept in yard ☐ ☐

(3) Storage area free of rubbish and odors, kept clean ☐ ☐

E. SANITARY FACILITIES

(1) Toilet floors and fixtures clean ☐ ☐

(2) Hot and cold water, soap single service towels and toilet paper available ☐ ☐

F. EQUIPMENT

(1) Clean condition of work tables, benches, racks, cutting boards, food preparation equipment and all working parts of slicing machines and other culinary machinery that may or do touch foods regularly ☐ ☐

(2) Utensils, equipment and tops of work tables clean, smooth and free of cracks and crevices ☐ ☐

(3) Refrigerator and steam tables clean ☐ ☐

G. RODENT AND INSECT CONTROL

(1) Free of rats, mice, roaches and crawling insects ☐ ☐

(2) Fly control measures practiced—screens intact, self-closing doors, fans, safe sprays used in safe manner ☐ ☐

H. STORAGE—

Food:

(1) Floor racks or platforms at least 8" from floor and of proper construction ☐ ☐

(2) Ice storage bins covered and clean. Waste water disposed of properly ☐ ☐

(3) Flour and cereal bins, containers, etc., cleaned and sanitized when emptied ☐ ☐

Equipment and General:

(4) Silverware stored in clean compartments—handles pointing outward ☐ ☐

(5) Glasses and cups stored on sanitary surfaces and no chipped or cracked chinaware and glasses (no nesting) ☐ ☐

(6) Safe storage of cleaning agents and pesticides, separate from food ☐ ☐

(7) Employees' clothes in lockers ☐ ☐

I. GENERAL SANITATION

(1) Floors, walls, counters, booths and tables clean ☐ ☐

(2) General Housekeeping ☐ ☐

(3) Adequate lighting ☐ ☐

Historic Document

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